



# Air Force Materiel Command

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*Developing, Fielding, and Sustaining America's Aerospace*



**U.S. AIR FORCE**

**HQ AFMC/PKV:  
QAPC Workshop  
Hill AFB, UT  
9-10 March 2004**

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*Integrity - Service - Excellence*





# Quality Assurance Program Coordinators (QAPC) Workshop

- Audience
- Agenda overview
- Feedback from the field (during)
- Schoolhouse discussion
- Sampling of successes
- Guest briefers: Kirtland and Edwards
- Feedback forms (afterward)



# Audience

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- **68 attendees**
  - AFMC: 24      ACC: 11      AETC: 9
  - AMC: 7          AFSPC: 5      PACAF: 3
  - AIA: 2            DCMA: 1
  - HQ AFMC: 5        SAF/AQC: 1
- **GS-9 thru GS-15; 6 military attendees**
- **QAPCs: ~45**
- **Full-time QAPCs: ~15**
- **Warranted PCOs: ~20**
- **Services buyers, administrators: ~40**



# Agenda Overview

## Day One

- ~~Two~~ AQC
  - AFI 63-124 Interim Change
  - GSA
  - MIPRs
  - role of QAPC
- AETC Schoolhouse
- QA Training and crosstalk

## Day

- Kirtland AFB QAPC Program
- Edwards AFB QAPC Program
- MOASP
- IG items of interest
- Performance Management
- PBSA



# Feedback from the Field

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- **AFI 63-124 Interim Change**
  - Intent was flexibility (mandatory / not mandatory) – reality is different: need authority
  - Phase I Training by contractor? QAPCs: “No!!”
- **QAPC role - stuck in the middle**
  - Refresher training to reflect changes - resist
- **Functional QA training lacking**
  - SrA or A1C with no practical experience - insult
- **Web-based v. classroom training**
  - Advocated a balanced approach with both



# Feedback from the Field

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- **Internal issues**
  - Commander rank; support/attitude toward QA
  - QAPCs lack rank/stature (GS-11 or GS-12)
  - Viewpoints differ between PCO and QAPC
  - PCO and CA not reviewing SOW at all
  - QAs capabilities - hit or miss
  - QAPCs left hanging out in the wind...
- **Concerns about current and future state of AFIs 63-124 and 63-125**



# Schoolhouse Discussion

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- **Specifics:**
  - 8 academic days
  - 3-4 classes per year
  - 8-18 students per class
  - MAJCOMs can pay for mobile course
- **Cannot teach off draft documents**
- **Don't mandate training sequence or materials**
  - Web material available
  - QAPC “network” (e-mail distro list)



# Sampling of Successes

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- Tinker - web-based training
- AFSPC - PBSA SOW review team
- AFMC Community of Practice
  - Promotes exchange of ideas
  - Enables sharing of documents
  - QAPCs desperate for sources of help



# Guest Speaker: Kirtland

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- **QAPC realm: very little structure**
  - Varying levels of comfort
  - Simultaneously dealing with change
- **Workload**
  - **16 AFI 63-124 PBSA contracts; 10 >\$100K**
  - **377 ABW: 9 Functionals; 40 QAP**
  - **Det 8 AFRL: QAPC aug; 10 Fnx; 40-60 QAP**



# Guest Speaker: Kirtland

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- **Innovations: “teaming works”**
  - Phase I: contract-specific, tailored; *all included*
  - Sometimes Phase II
  - Just in Time: BRAGs and post-award mgmt
  - Hands-on: concurrent SOW, SDS and QASP develop; CO, CA, QAPC, Functional and QAPs
- **Challenges**
  - PBSA: differing views
  - A-76: QAPs were RIF'd into their jobs
  - QAPs not happy; career opportunities



# Guest Speaker: Edwards

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- **AFFTC Centralized Performance Management Division (PKQ)**
  - Report only to Director, PK
  - 4 PK assigned positions
  - 8 matrixed permanent QAP positions (4 are CE): 1101 series w/standardized PRD called “Performance Management Specialists”
- **Workload**
  - 23 contracts requiring oversight
  - Assist in SOW prep; developed SDS and QASP



# Guest Speaker: Edwards

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- **Previous problems with decentralized**
  - Lacked coordinated supervision
  - Inferior qualifications
  - Not properly trained in technical aspects
  - Surveil contracts that cross two or more functional areas: organizational confusion
  - Excessive turnover
  - Low skill levels
  - Lack of organizational or occupational stature
  - Worked under different classification series



# Guest Speaker: Edwards

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- **Challenges to establishing PKQ**
  - No workforce
  - No facility
  - No budget
  - QAPs not happy; few career opportunities
- **Benefits to establishing PKQ**
  - Previous surveillance required 16 QAPs;  
now 5
  - FY03 cost savings calculated at \$895K



# Feedback Forms

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- **SAF/AQC: mixed reviews**
  - Good insight, valued ability to ask questions
  - Unclear how well briefer related to those in the trenches
- **Guest speakers: overwhelmingly positive**
  - Kirtland: audience related, gave good ideas
  - Edwards: novel ideas but rambled a bit
  - Surprise favorite: HQ AFMC/IG
  - HQ AFMC/PKV: “entertaining”
- **Universal comment: crosstalk and networking was invaluable**
- **Conference “excellent!” - need more!**
- **QAPCs wanted specific info on how to do their job**



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